



COUNTY OF SAN BERNARDINO
STANDARD PRACTICE

No 9-1 28

Issue

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By Lawrence Vasquez

Effective

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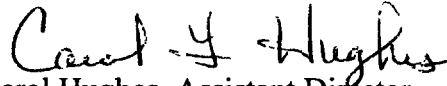
APPROVED

DEPARTMENT

BEHAVIORAL HEALTH

SUBJECT

MENTAL HEALTH SERVICES FOR THE
DEAF/HEARING IMPAIRED


Carol Hughes, Assistant Director

I. **PURPOSE**

To establish a standardized policy and procedure for deaf/hearing impaired consumers requesting behavioral health services.

II. **POLICY**

It is the policy of the Department that all Department of Behavioral Health (DBH) clinics/programs do not discriminate in the provision of services to deaf/hearing-impaired consumers.

Family members are not to be used as interpreters.

III. **PROCEDURES**

A. SCREENING

1. The consumer has the option of receiving services at the initial site using regular staff and an interpreter.
2. If further assistance is needed in identifying appropriate services, the therapist at East Valley Resource Center who is fluent in sign language (387-7200) may be contacted for consultation.
3. When interpreters are needed, the following vendors can be contacted for services.
 - a) Asian American (909) 383-0164
 - b) Language Services (909) 388-0325
 - c) Life Signs (909) 388-0325
 - d) New World Language (909) 388-1798
4. If the consumer is in crisis (danger to self/others) the clinic is to follow normal 5150 procedures.

B. COMMUNICATIONS

1. When a hearing impaired person comes to a clinic/program to obtain services, those staff who make initial contact and are not fluent in sign language should communicate in writing.

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<p>2. When a clinic/program is not equipped with a Telecommunication Device for the Deaf (TDD) and they need to contact a hearing impaired consumers, they should utilize the California Relay Service (CRS) at 1-800-735-2922 or contact another clinic with a TDD and use it like the relay service. Those clinics/programs equipped with a TDD should use them for communications. (For location of TDD's in the Department see Attachment A)</p> <p>3. Each clinic/program with a TDD shall have at least one clerk trained to operate the device. DBH designee will provide the training. The training shall include drills on the procedures and protocols using the TDD system on a monthly basis and the results of the monthly drill and any corrective actions necessary will be forwarded to the office of Cultural Competency, Training, Retention & Outreach by the 15th of each month for the purpose of tracking compliance.</p> <p>4. Each clinic/program shall post a flyer identifying services offered to the hearing impaired, availability of auxiliary aids (including sign language interpreters), and the Non-discrimination Policy (Attachment B).</p> <p>Attachments: A – (1& 2) – Translation and Interpretation Services B – Telecommunications Device for the Deaf (TDD) Locations C. – Non-Discrimination Policy</p>		

Translation and Interpretation Services
Summary of Services
Effective 9/10/02-9/9/04

SERVICES	ANDALEX LANGUAGE SERVICES	ASIAN- AMERICAN RESOURCE CENTER	LANGUAGE SERVICES ASSOCIATES	LIFESIGNS, INC.	NEW WORLD LANGUAGE SERVICES
Access Code	1111	DBH	3770	DBH	706309
Languages	Over 80	Over 30	Over 100	Sign and Tactile	Over 200
Experience with: Behavioral Problems Abused/Neglected	Yes Yes	Yes Yes	Yes Yes	Yes Yes	Yes Yes
Availability	24 hr/7 day	<i>Monday – Saturday</i> 8:00 a.m. – 5:00 p.m.	24 hr/7 day	<i>Monday – Friday</i> 7.30 a.m. – 5:00 p.m. Emergency Answering Service 24/7	24 hr/7 day
Regions Served	All – Telephone Only	All	All	All	All
Provides interpretation & translation for sign language.	No	Yes	Yes	Yes	Yes
Has the ability to travel to various County work sites to perform the proposed services.	No	Yes	Yes	Yes	Yes
Has the ability to visit a client's home on occasion.	No	Yes	Yes	Yes	Yes
Be able to provide translation and/or interpretation services on ~ 48-hour notice.	Yes	Yes	Yes	3-5 working days – depends on day of the week.	Yes

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SERVICES	ANDALEX LANGUAGE SERVICES	ASIAN- AMERICAN RESOURCE CENTER	LANGUAGE SERVICES ASSOCIATES	LIFESIGNS, INC.	NEW WORLD LANGUAGE SERVICES
Have access to a Fax machine or e-mail for translation documents.	Yes 503-246-6002	Yes 909-383-7687	Yes 267-781-0154	No	Yes 909-388-1796
Have a toll-free phone number for interpreter access.	Yes 800-514-9237	Not at this time 909-383-0164	Yes 866-937-7325	Yes 888-930-7779	Yes 800-873-9865
Provide a toll-free Telecommunication Device for the Deaf (TDD).	No	No	No	No	No
Telephone Interpreter	Yes	Yes	Yes	No	Yes
On-Site Spanish	No	Yes	Yes	No	Yes
On-Site Sign	No	Yes	Yes	Yes	Yes
On-Site Other	No	Yes	Yes	Yes (Tactile)	Yes
Written Translation	Yes	Yes	Yes	No	Yes
Braille	Yes	No	No	No	Yes

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HEARING IMPAIRED SERVICES

Telecommunication Device Equipment for the Deaf is available at the following Department of Behavioral Health locations to assist hearing impaired consumers:

Location	Days	Hours	TDD
Access Unit 700 E. Gilbert St., Bldg. 6 San Bernardino, CA	Monday - Friday	8:00 a.m. to 5:00 p.m.	1 (888) 743-1481
Alcohol & Drug Services Admin. 700 E. Gilbert St., Bldg 6 San Bernardino, CA	Monday – Friday	8:00 a.m. – 5:00 p.m.	(909) 387-7267
Barstow Counseling Center 850 E. Mt. View Barstow, CA	Monday – Friday	8:00 a.m. – 5:00 p.m.	(760) 256-3746
Behavioral Health Resource Center (BHRC) 850 E. Foothill Blvd Rialto, CA	Monday – Friday	8:00 a.m. to 5:00 p.m.	(909) 421-9476
East Valley Resource Center 20 E. Gilbert Street San Bernardino, CA 92415	Mon & Thurs Tue & Wed Fri	8:00 a.m. to 6:00 p.m. 8:00 a.m. to 8:00 p.m. 8:00 a.m. to 5:00 p.m.	(909) 387-0554
Phoenix Clinic 700 E. Gilbert St., Bldg. 4 San Bernardino, CA	Mon, Thurs, & Fri Tues & Wed	8:00 a.m. – 5:00 p.m. 8:00 a.m. – 8:00 p.m.	(909) 387-7888
Upland Community Counseling 934 N. Mountain Ave #C Upland, CA	Mon, Wed, Thurs Tues & Fri.	8:00 a.m. – 8:00 p.m. 8:00 a.m. – 5:00 p.m.	(909) 578-8118
Vista Community Counseling 17216 Slover Ave., Suite L Fontana, CA	Mon & Fri Tues Wed & Thurs	8:00a.m. – 5:00p.m. 8:00a.m. – 7:00p.m. 8:00a.m. – 8:00p.m.	(909) 854-3421
Victor Valley Behavioral Health Ctr. 12625 Hesperia Rd Victorville, CA 92392	Mon, Wed & Fri. Tues & Thurs	8:00 a.m. - 5:00 p.m. 8:00 a.m. – 8:00 p.m.	(760) 955-7458

Department of Behavioral Health Clinics provide services to all persons regardless of race, color, religion, sex, age, national origin or disability.

NON-DISCRIMINATION POLICY

San Bernardino County Department of Behavioral Health enforces Section 405 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act of 1990. The Department of Behavioral Health adheres to an equal opportunity policy for all persons seeking admission and treatment as consumers. The Department does not discriminate because of race, color, national origin, disability, or age. With regard to employment, the facility does not discriminate on the basis of disability; in addition, there is no discrimination on the basis of race, color, or national origin where such discrimination would have discriminatory effect on beneficiaries.